

**Maulana Abul Kalam Azad University of Technology, West Bengal
(Formerly West Bengal University of Technology)
Syllabus for Bachelor in Hotel Management & Catering Technology (HMCT)
(Applicable from the academic session 2019)**

SEMESTER-VII

Advanced Food Production an patisserie (Specialisation)

Popular International cuisine

Features, Regional classification, Ingredients, methods of cooking, courses of the menu, Mexican, Chinese, Thai, Italian, Spanish, Lebanese (Mediterranean),

Garde Manger

Definition, Functions, Importance of Gardemanger and Butchery, lay-out, Staff organization,.

Cold cuts

Farcis, Terrines, pates, Galantines, Ballotines, mousses, quenelles, -types, preparation, menu examples. dips, chateaufroid, aspics, methods of preparations, examples, chateaufroid, sausages, types, preparation, popular sausages, , cooking methods, casings, storage,.

Food Styling

General principles, modern and special innovative garnishes, accompaniments.

Low calorie food- Concept, principles advantages, disadvantages, menu examples.

Cook chill systems

Purpose of chilling food, cook chill process.

Cook freeze system-

Purpose of chilling food, cook chill process.

BAKERY & CONFECTIONARY

(Cakes, Gateaux, Muffins, Tart, Pie – Definition, Types, Modified starch, Gels, Cake improver,

Food Adulteration & Additives-Definition of Adulterated food, Common Adulterants in different foods, Detection of food adulterants, Classification of additives & its role.

Food standards,- The need for food laws, Prevention of food adulteration act, standards, Fruit product order, AGMARK standards, Indian standards institution, International – Codex, ISO, Regulatory agencies - WTO, Consumer protection Act

Quality Assurance: HACCP, Need, Origin, Principles, terminology, steps / stages, benefits

Food Production Practical - VII

Practical

Full course menu- Mexican, Italian, Lebanese, Spanish, French, Thai, Chinese, Indian.

Preparation of cold cuts.

Bakery & Confectionery items-Tarts, cakes, pastries, pies, Breads.

Preparation of Low calorie food.

Food styling and innovative presentation.

Books recommended:

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The Larder Chef, M.J.Leto&W.H.K.Bode, Butterworth Heinemann Larousse

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Gastronomique-Cookery Encyclopedia Paul Hamlyn
Professional Chefs-Art of GardeManger (4th Edition) Frederic H.Semerschmidand John
F.NicolasProfessional baking, Wayne Glasslen
Classical food preparation &presentation,
The Professional Pastry Chef,
FribergTheWiltonWays of Cake Decorations,Hamlyn
PublishingChocolate, Carolyn Humphries
International Cook Book,CavendishHouse

Advanced Food and Beverage Service -II(AFBS-II) Specialisation

Theory:

Function Catering

Introduction
Types of Function
Function Administration & Organization. Booking Procedure, Menus, Function contracts, Seating Arrangements

Gueridon Service

Introduction
History, Types, Staffing, Equipments Used, Ingredients Used.
Common preparations
Flambe' dishes, Carving, Salad making etc.
Trolley service-Beverages, Starters, High -tea, Desserts etc.

SWOT analysis of catering outlets vis-a-vis competition - parameters, decision making on basis of the analysis

Supervisory Functions/Restaurant Skills

Introduction
Supervisory function in food service operation

Restaurant Planning

Introduction
Planning & Operating (including rostering) various F&B Outlets and support/ancillary areas
Factors-Concept, Menu, Space &Lighting, Colours and Market.
Restaurant Design team

Restaurant Problems and Guest / Situation Handling – thumb rules

Customer relationship management

Importance of customer relations(regular guest, occasional guest, visitors)
Guest satisfaction(consistency in the quality of dishes)
Food safety and hygiene
Suggestions by guest
Pulling, retaining and pushing factors

Buffet

Introduction
Types, Buffet Sectors, Equipments Used, Factors, Space requirements &Checklist, Buffet Presentation, menu planning, staff requirement

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Buffet Management

Table Cheeses

Introduction Types Production Brands & Service Storage

Practical:

Taking Banquet Booking-Filling - Banquet FP Formal

Banquet Service Bar Set-up and operations(Organizing cocktail parties, buffet set up for different occasions)

Gueridon Service -Basic Preparation, classical dishes Indian themes and food festivals

Buffet Set up

Service of Cheese.

Front Office Management (FOM) Specialisation

Yield Management

Introduction and concept Differential rates Booking horizons Forecasting bookings Reacting to the variations in demand in order to maximize yield Statistical representations - threshold curves Displacement.

Concept and usage of revenue management. Various formulas in relation to the calculation of yield management

Accommodation Management Aspects

Need for hotel product brochures, tariff cards. Types of guest rooms and suites, executive floors or club floor concept. Types of room rates, basis for charging room rates.Tariff decisions

Cost and pricing – Various factors influencing the pricing decisions like location, clientele, competition, market positioning, Inclusive / non inclusive rates etc.

Establishing rates by using Hubbarts formula Marginal or contribution pricing Market pricing

Control -verification, night audit, computerized control systems, occupancy and revenue reports, Daily Front Office reports and statistics and its analysis

Budgeting :Forecasting room availability/room revenue, expenses Staffing - Personnel Management aspects.

Equipments - Management and maintenance.

Hotel marketing and Sales

Marketing concept of the hotels. Importance and approach

Selling Concept Selling models, plan, sales call, closing the call Internal / In-house sales promotion, merchandising

Direct sales -travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling letters

Managing Front office operation.

Importance of the implementation of POSDCORB in front office operation and management. Importance of planning, organization, staffing, directing, coordinating, reporting and budgeting.

Importance of leadership, motivation communication, controlling and decision making

Unique Situation and complaint handling

Problem solving and process, Case studies of real hotel situations and the possible solutions keeping thumb rules of complaints / problems / situations handling in mind. Role of emotions in situation handling

Refreshing the basic concepts (For supervisory work interview of 8th Semester)

Types of rooms, rates, tariff, plans

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Reception, registration and pre-registration. Up-selling and cross selling. Refusing accommodation and walking a guest.

Luggage handling from arrival, stay, departure and post departure.

Ongoing responsibilities such as inter and intra departmental communication, room change, cross selling.

Usage of PMS in the entire.

Various formulas related to the functioning of the front office.

Front Office Management Practical

- 1) Yield management calculations. Preparing statistical database actual calculations
- 2) Roleplay and problem handling on different accommodation problems, Roleplay of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet
- 3) Preparation of sales letters, brochure, tariff cards and other sales documents
- 4) Practice in computer lab to activate the IRS and GDS skills in students
- 5) Computer proficiencies in all hotel computer applications – actual computer lab hours

Reference Books :

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front Office Management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell

HOUSEKEEPING MANAGEMENT (HKM)

Ergonomics In Housekeeping

Principles of Ergonomics

Significance and need of Ergonomics in Housekeeping

Analysis of Risk Factors

Applying Ergonomics Principles in Housekeeping

Trends in Housekeeping

Eco-friendly Amenities, products and processes

IT in the Housekeeping Department

New Techniques and equipment used in Housekeeping

Horticulture

Components

Landscaping

Indoor plants- care and maintenance

Bonsai- Elements, care and styles

New property in operations

Housekeeping in a new property

Systems and procedures

Workload, staffing, orientation and countdown

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Textiles in Housekeeping

Mattresses- care, cleaning and Brands used in Hotels
Guestroom beds, bedding and Bedsheets- care, cleaning and Brands
Duvets, pillows, towels- care, cleaning and Brands
Soft Furnishings- care, cleaning and Brands

Guestroom fixtures and fittings

Guestroom Furniture Items – Types, selection and materials
Stain Removal

Career In Housekeeping Department

a. Hotels, Cruise, Railways and other Sectors

Revision of 1st, 2nd, 3rd and 4th semester of Housekeeping Syllabus

HOUSEKEEPING PRACTICAL

Designing Standard Operating Procedure for various tasks of Housekeeping by compiling it as hard copy and making power point presentation for the same.

1. Making a project on the use of various cleaning equipment, cleaning agents and other guest supplies being used in the leading hotels nearby focusing on the brand names, capacity, size and other details.

Reference books:

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Voll & II, David. Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

Research Project : Design & Methodology (RPDM)

Introduction

Meaning & definition, Scope and Purpose of doing research, Areas of research, Research procedure, Applications of research, Problems of conducting research.

Project theme

Identifying theme of project, Selection of title, Description of universe, Executive summary, Statement of research problem and research objectives, Rationale for conducting study.

Research design & data collection method

Primary research, Secondary research, Research approaches - Observation, Experiment, Survey, Research instrument - Questionnaire, Mechanical,

Sampling plan

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Sampling unit, Sample size, Sample selection process, Sampling media.

Field work

Planning , organizing and supervising field work.

Data analysis

Classification, Tabulation, Analysis and Interpretation.

Report writing

Report format, Executive summary, Literature review, Findings, Conclusions & Recommendations, Bibliography.

Suggested Text Books & References

1. Marketing Management,
Philip Kotler Prentice-
Hall of India, New Delhi.
2. Hospitality & Travel marketing, Alastair M. Morrison
Delmar Publishers Inc.
3. Marketing Research, Harper W. Boyd
Richard D. Irwin, INC., All India Traveller Book Seller, Delhi.
4. How to complete your research projects successfully, Judith Bell
UBS Publisher Distributors, Delhi
5. How to research and write a thesis in hospitality & tourism, James M. Paynter John
Wiley & Sons, NY, USA
6. Travel, Tourism & Hospitality Research, Ritchie Goeldner, John Wiley

Organizational Behaviour (OB)

O.B. - Definition, relevance and scope

Foundations of individual behaviour

Environment, personal, organizational and psychological factors. Personality, perception, attitudes, learning

Motivation

Nature, important theories- Maslow, Herzberg, equity and expectancy

Foundation of group behaviour

Group dynamics, group formation, group tasks, group decision making

Leadership

nature and theories- trait theory, behavioural and fielders contingency theories

Communication

Interpersonal communication, barriers and ways of overcoming the barriers. Organizational communication, informal communication

Conflict

Reasons and ways of overcoming conflict

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Organisation

Structure - behavioural implications of different structures

Organizational change

Resistance to change and ways of overcoming the resistance

Organizational culture

How created and sustained

BOOKS:

Stephen P Robbins; Essential of Organisational Behaviour, New Delhi, Prentice Hall of India
Newstrom and Davis; Organisational Behaviour-Human Behaviour work, New York McGraw Hill
Fred Lechans; Organisation Behaviour, New York, McGraw Hill
Aswathappa K; Organisational Behaviour, Mumbai, Himalaya Publishing House
B. P. Singh; Organisational Behaviour, Dhanpat Rai & Sons Umasharan;
Organisational Behaviour, New Delhi, Tata McGraw Hill Publishing House
Arun Monappa; Personnel Management, New Delhi, Tata McGraw Hill Publishing company
Subha Rao P; Human Resource Management, Bombay Himalaya Publishing

Business Law

1. The Indian Contract act

Definition of Contract-essential elements of a valid contract-classification of contracts-voidable contract-void contract-illegal agreement-express contract-implied contract-executed contract-executory contract.

Offer-definition-essentials of a valid offer when does as offer come to an end. Acceptance-essentials of valid acceptance-communication of offer acceptance revocation-when complete.

Consideration-definition-rules as to consideration-stranger to consideration-when contract made without consideration valid-minor's agreement -minor's liability for necessities.

Contract with persons of unsound mind. Mistake of law-mistake of fact-their effect-bilateral and unilateral mistakes-misrepresentations-fraud-undue influence-coercion-their effects-consideration or object-when unlawful agreement opposed to public policy attempted performance or tender essentials of a valid tender time as the essence of contract.

By performance-by impossibility-lapse of time-by operation of law-by breach of contract.

2. Licenses and permits

Licenses and permits for hotels and catering establishments-procedure for procurement, bye laws of hotels & restaurant under municipal corporation-renewal suspension and termination of licenses.

3. Food legislation

principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time.

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Essential commodities ct, ISO, AGMARK

4. Liquor legislation
Types of licenses, drinking in the licensed premises and different types of permits.
5. Industrial legislation
factoriesAct,PaymentofWagesAct,IndustrialDisputesAct,ApprenticesAct,ProvidentFundAct,TradeUnionsAct
(eachActtobediscussedinbriefwithparticularreferencetohotelindustry)
6. Shops and establishment act
introduction-definition-adult-family-commercial-establishment-employer-employee-exemption-registration-daily and weekly working hours-overtime-annual leave with wages.
7. Law of tenancy
rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting catering establishments, (to be discussed in details)
8. Consumer protection act
consumer protection councils, procedure for redressal of grievances
9. Environment protection act
powers of the central Govt. prevention and control of environment pollution.
10. Laws relating to hygiene, sanitation and adulteration
What is food adulteration-laws for prevention of it in India-ISI standard, prevention of food adulteration act, AGMARK. Books:
 1. Mercantile law - N.D.Kapoor
 2. Mercantile law-S.P.Iyengar
 3. PrinciplesofBusinessLaw-Aswathappa.K
 4. Business Law - M.C.Kuchal
 5. Bare Acts ofrespectivelegislationShops andEstablishmentsAct.

Financial Management (FMGT)

- Financial Management: meaning, objectives of financial management, profit maximization Vs. wealth maximization approach
- Financial Statement : meaning and objectives of different types of financial management systems,financialanalysisandtoolsofanalysis,trendsandcommon-sizeanalysis
- Ratio Analysis: meaningandobjective,classification,profitabilityratios,financialratios,turn over ratios
- Capitalisation: meaning, over-capitalisation and under-capitalisation
- Sourcesoffinance:short-term,mid-termandlong-termfinances,roleofcommercialbanks, long-

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term financing and Financial institutions

- Corporate Share Capital & Corporate Debt: Different forms of securities, their advantages and disadvantages, debt -capital in various forms
- Working Capital: concept, sources, management of working capital
- Budgets: meaning and importance, types of budgets, steps in budgeting, cash budget, basic capital budgeting - pay-back period, ARR, NPV & P. Index
- Funds Flow Statement and cash flow statement: meaning, uses, preparation
- Depreciation policies : meaning, causes, objectives, determination

Reference Books :

1. Financial Management, Dr. Mittal and Dr. Aggarwal
2. Financial Analysis, Dr. S.N. Maheshwari & Sharad K. Maheshwari
3. Financial Management, J.M. Pandey
4. Analysis of Financial Statement, T.S. Grewal
5. Financial & Cost Control Techniques in Hotel & Catering Industry, Dr. Jagmohan Negi
6. Introduction to Financial Management, I.M. Pandey

Human Resource Management

- Evolution, Role and Status of Human Resource Management in India - Structure and Function of Human Resource Management - Systems View of HRM.
- Manpower Planning - Concept, Organisation and Practice, Manpower Planning Techniques - Short-Term and Long-Term Planning.
- Recruitment and Selection - Job Analysis - Description - Job Specification - Selection Process - Tests and Interviews - Placements and Induction.
- Performance Appraisal - Purpose - Factors Affecting Performance Appraisal - Methods and systems of Performance Appraisal - Counselling.
- Training and Development - Need and Importance - Assessment of Training Needs - Training And Development of Various Categories of Personnel.
- Career Planning and Development - Career Counselling - Promotion and Transfers - Retirement and other Separation Process.
- Wages and Salary Administration - Development and Compensation Structure, Direct & Indirect

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costs, Fringe benefits, CTC (Cost to company) concept and its implications - Regulatory Provisions -Incentives.

- Grievance Handling and Discipline - Development Grievance Handling Systems -Collective Bargaining-Managing Conflicts.
- Laws/Acts/Statutory mechanism in Indian context related to HR issues especially hospitality sector

Reference Books:

1. Arun Monappa & S. Saiyuddin: Personal Management, Tata McGraw Hill.
2. Pramod Verma: Personnel Management in Indian Organisations.
3. Edwin Flippo: Personnel Management, McGraw Hill.
4. Services marketing - The Indian experience by Ravi Shankar publisher, south Asia publications, Delhi
5. Services marketing S.M. Jha Publisher, Himalaya publications
6. Marketing for hospitality industry - Roberts
7. Service marketing - Woodruff Helen publisher Macmillan
8. Strategic hotel and motel marketing - Hart & Troy
9. Service marketing - Love, Lock, Christopher II
10. Marketing leadership in Hospitality by Robert Lewis and Richard Chambers.
11. Foundation and practices Marketing of Services - Strategies for Success, Harsh V. Verma, Professional Managers' Library, Global Business Press

Personality Development Practical - II

One of the objectives of this module is to prepare the students for the Campus / Off-campus recruitments which are likely to take place during the VIII semester.

Basic concept of Recruitment and Selection: intent and purpose, selection procedure, types of interviews

Preparing for interviews: self planning, writing winning resume', knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions Facing an interview panel: time- keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self- introduction, panel addressing, mental framework during interviews

Mock Interview

Presentation skills, seminar skills and leadership role plays

Conducting / Participating -meeting, objective / agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes.

Reference Books:

1. Personal Management and Human Resources
By: C.S. Venkata Ratanam and
B.K. Srivastava Published By: Tata McGraw Hill Publishing Ltd. New Delhi

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2. Howtosucceedatinterviews By:SudhirAndrews
Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
3. Howtogetthejobyouwant
By:ArunAgarwal
Published By: Vision Books, New Delhi
4. Interviews for all competitiveexams
By:G.K.Puri
Published By: Indian Institute of Management, Near Masjid Road, New Delhi
5. Interviews inanutshell
By: S.K. Sachdeva Published By: ssCompetition Review Pvt. Ltd. NewDelhi
6. GetThatJob,RohitAnand&SanjeevBikhachandani,HarperCollins